

**ASHP Center of Excellence in Medication-Use Safety**

**and Pharmacy Practice Certification Standard**

**Required Documents by Document Type and Standard**

PROGRESS ACCOUNTABILITY TOOL

Standard 5: Operations

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| --- | --- | --- | --- |
| **DOCUMENT TYPE** | **STANDARD** | **RESPONSIBLE**  **PERSON** | **PROGRESS** |
|  |  |  |  |
| Lists |  |  |  |
| Medications not routinely dispensed in UD/ready to administer forms | 5.3.1 |  |  |
| Patient populations and ambulatory care clinics where patients receive high cost, specialty, and clinic-administered medications AND pharmacist credentials required | 5.8.2.a |  |  |
|  |  |  |  |
| Data and Self-Audits |  |  |  |
| Percent automated dispensing cabinet medications overridden | 5.2.2  5.2.3.f |  |  |
| Medication review accuracy and medication errors | 5.2.3.d |  |  |
| Incidence of narcotic diversion | 5.6.1 |  |  |
| Demonstration of safe staffing practices | 5.8.1 |  |  |
| Prior authorization processes success and failure | 5.9.8.b |  |  |
| Insurance coverage review, clinical assessment, authorization/reauthorization management (specialty pharmacy) | 5.9.8.c |  |  |
| Benefits coordination and financial assistance (specialty pharmacy) | 5.9.8.e |  |  |
| Communication of BI and PA services (specialty pharmacy) | 5.9.8.f |  |  |
| Quality of care, cost avoidance and reduced cost of care from contracted pharmacy services | 5.9.10.b |  |  |
| Quality of care from limited distribution networks and risk sharing contracts | 5.9.10.c |  |  |
| Calibration and certification of equipment | 5.10.3.b |  |  |
| Compounding technology data | 5.10.8 |  |  |
| Compliance with supply contracts | 5.11.2.b |  |  |
| Stock outs | 5.12.1.c |  |  |
| Refrigerator temperature logs and other temperature/humidity monitoring | 5.12.2.a |  |  |
| Tracking and trending medication stock outs and shortages | 5.13.1.a  5.13.1.b |  |  |
| ADC Medication overrides | 5.15.a |  |  |
| Medication stock removals in patient care areas | 5.15.d |  |  |
|  |  |  |  |
| Self-Assessments and Gap Analyses |  |  |  |
| USP Compounding | 5.4.a  5.10.1 |  |  |
| Ambulatory care pharmacy services | 5.9.1.a |  |  |
|  |  |  |  |
| Descriptions |  |  |  |
| Competency assessment program | 5.2.3.e |  |  |
| Compliance with mailing and courier services | 5.9.7.a |  |  |
| Cold chain | 5.9.7.b |  |  |
| Monitoring processes and QA plans for sterile products preparation | 5.10.2.a |  |  |
|  |  |  |  |
| Documents |  |  |  |
| Scope of Services | 5.2.3.c  5.7.a  5.8.1  5.9.1.c |  |  |
| Service agreements for remote order verification | 5.2.4.a |  |  |
| USP compliance and gap analyses | 5.4.a |  |  |
| Staffing strategies | 5.8.1 |  |  |
| Contingency plans for safe staffing practices | 5.8.2 |  |  |
| Specialty pharmacy scope of services | 5.9.4.a  5.9.4.b  5.9.4.c  5.9.5.a  5.9.4.b |  |  |
|  |  |  |  |
| Meeting Minutes |  |  |  |
| Committees where sterile product compounding data is presented | 5.10.5.b |  |  |
| P & T Committee and subcommittees and their activities and decisions | 5.13.1.b  5.15.b |  |  |
|  |  |  |  |
| Job Descriptions and Competence Assessment |  |  |  |
| Personnel involved with diversion | 5.6.2 |  |  |
| Personnel involved in prior authorization, refill authorization, benefits investigation | 5.9.1.d |  |  |
| Medication shortage management staff | 5.13.2.b |  |  |
| Staff competence to use EHR | 5.2.3.e |  |  |
| Medication transport vendor | 5.5.b |  |  |
| Personnel involved in prior authorization, refill authorization, benefits investigation competency | 5.9.1.d |  |  |
| CMM providers | 5.9.2.a |  |  |
| Medication couriers | 5.9.7.c |  |  |
| Home infusion staff competencies | 5.9.9.a |  |  |
| Personnel that clean sterile compounding area(s) | 5.10.4 |  |  |
| Personnel that compound sterile products | 5.10.6  5.10.9 |  |  |
|  |  |  |  |
| Presentations |  |  |  |
| Overview of hospital/health-system/organization | 1.1  3.1 |  |  |
| Overview of pharmacy department and services | 5.2  5.3  5.7  5.9  5.10 |  |  |
|  |  |  |  |
| Policies and Procedures |  |  |  |
| Medication storage | 5.1.1.b  5.1.2.a  5.12.1.a  5.15.a  5.15.b  5.15.c |  |  |
| Pharmacist access to EHR | 5.2.1 |  |  |
| Pharmacist review of medication orders | 5.2.2  5.2.3.a  5.2.3.f |  |  |
| Medication overrides | 5.2.2  5.2.3.a  5.2.3.f |  |  |
| Remote order processing (incl. verification) | 5.2.4.a  5.2.4.b |  |  |
| Medication dispensing | 5.3.1  5.3.3 |  |  |
| Bar-code dispensing | 5.3.1 |  |  |
| Medication administration | 5.3.2; See also 10.1.9.c; 11.1.a.a; 11.6.1.a |  |  |
| Hazardous drug medication handling | 5.4.a |  |  |
| Medication transport | 5.5.a  5.5.b |  |  |
| Pneumatic tubes for medication transport | 5.5.a  5.5.b |  |  |
| Automatic dispensing cabinet stocking and restocking | 5.5.c |  |  |
| Medication and controlled substance diversion | 5.6.2  5.11.2.a |  |  |
| Security monitoring system for diversion-prone medications | 5.6.3 |  |  |
| After-hours access to the pharmacy department (if not 24 hour services) | 5.7.a |  |  |
| Safe staffing practices | 5.8.2 |  |  |
| Pharmacy department role in prior authorization, refill authorization benefits investigation and medication assistance programs | 5.9.1.d  5.9.8.b  5.9.8.c  5.9.8.d  5.9.8.e  5.9.8.f |  |  |
| Pharmacist process of care (CMM) | 5.9.2.a |  |  |
| After-hours pharmacy services | 5.9.4.a |  |  |
| Mailing and courier services for outpatient and specialty pharmacy | 5.9.7.a |  |  |
| Temperature control for mailing and courier services for outpatient and specialty pharmacy | 5.9.7.b  5.9.7.c |  |  |
| Home infusion pharmacy services | 5.9.9.a |  |  |
| Sterile products preparation and compounding | 5.10.1  5.10.2.a |  |  |
| Calibration and certification of equipment used in sterile products compounding | 5.10.3.b |  |  |
| Cleaning of sterile products compounding area(s) | 5.10.3.a  5.10.4  5.10.5.a |  |  |
| Risk assessment and management for out of range excursions | 5.10.5.a |  |  |
| Risk level assessments and beyond use dating | 5.10.5.c |  |  |
| Hand hygiene and PPE requirements for sterile products compounding | 5.10.7 |  |  |
| Use of technology in sterile products compounding | 5.10.8 |  |  |
| Checking compounded sterile preparations | 5.10.8 |  |  |
| Sterile products preparations (multiple) | 5.10.8 |  |  |
| Vendor assessment for outsourced sterile product preparations | 5.10.9 |  |  |
| Compounding sterile products from sterile API | 5.10.9 |  |  |
| Non-sterile to sterile products compounding | 5.10.9 |  |  |
| Medication procurement | 5.11.a |  |  |
| Medication distribution and control | 5.11.a |  |  |
| Inventory management | 5.11.1.a  5.12.1.c |  |  |
| Non-formulary medications | 5.11.a;  5.11.1.b |  |  |
| Supply chain | 5.11.1.a |  |  |
| Medication manufacturer selection | 5.11.2.a |  |  |
| Medication supplier selection | 5.11.2.a |  |  |
| Temperature monitoring (in pharmacy department and hospital) | 5.12.2.a  5.12.2.b |  |  |
| Medication shortage management | 5.13.2.a |  |  |
| Updating EHR when medication shortages occur | 5.13.2.c |  |  |
| Sample medications management | 5.14.a |  |  |
| Medication assistance programs | 5.14.aPatient |  |  |
| Pharmacy role in emergency management | 5.16 |  |  |
| Emergency medication management | 5.16.a  5.15.b  5.16.c  5.16.d |  |  |
| Restocking emergency medications | 5.16.a |  |  |
| Patient’s own medication use | 5.17.a  5.17.b  5.17.c |  |  |
| Hazardous drug waste management | 5.18.a |  |  |
| Medication recalls | 5.19.a,  5.19.b |  |  |
| Expired medications | 5.19.a  5.19.d |  |  |
| Defective medications and supplies | 5.19.c |  |  |